



Advanced Metering Implementation Team

Business Strategic Realignment Road Map

Revision Date
February 3, 2011

Business Strategic Realignment



Purpose

It has been almost three years since the development of the AMIT projects and their corresponding requirements. During that time there have been changes in both the Texas Market business processes and technologies including development of solutions such as Smart Meter Texas and implementation of 15 minute interval data.

Therefore it is an opportune time to strategically realign AMIT projects and requirements to be the most effective based on the critical needs of the newly evolved Texas Market.

Also, it is an opportune time to refocus efforts into areas of most impact, renew activities and tasks that support driving to completion those efforts, and reset expectations for delivery priorities, timeline, and dependencies.

Business Strategic Realignment



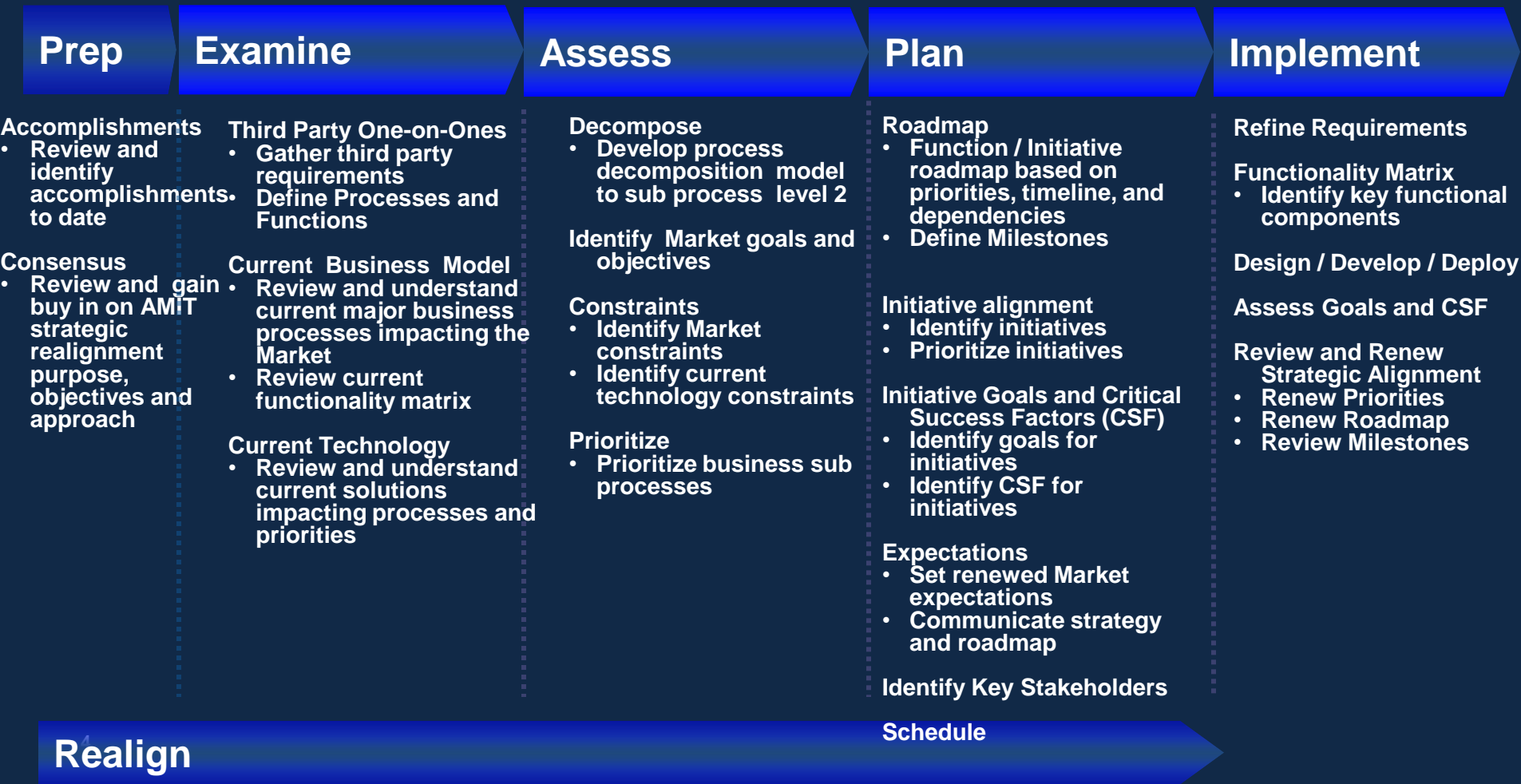
Objectives

Based on recent lessons learned, enhanced knowledge from experience, current business and technology environments of the evolving Texas Market:

- Realign the AMIT business processes based on the current highest priority and most critical needs
- Identify initiatives to effectively and efficiently deliver the realigned business processes
- Roadmap the identified processes, functions / initiatives for clear understanding of delivery ranking, timelines and dependencies
- Refocus efforts based on the re-prioritization and realignment
- Gain renewed consensus, buy in, participation and enthusiasm from AMIT Market participants

Business Strategic Realignment

Approach



- This work can be completed within the time frame of the currently scheduled AMIT working sessions in August , September and October
- This work can be driven from the already in process Third Party One-on-Ones

Roadmap

Third Party One-on-One Themes



"These are comments expressed for consideration, some of which require AMIT group discussion and approval"

- Third Party's expressed the desire for the following
 - Increasing the ease of use for accessing large volumes of energy usage data is an important feature
 - The ability to access the customer distributed generation information from SMT via the online portal and / or in reports
 - A mechanism to obtain "real time" information from the meter
 - Providing non VEE data to be available in SMT
- Third Party's expressed the following provisioning concepts
 - Customers can de-provision any device at any time
 - Customers can provision any device they purchase or are given permission to provision
 - HAN Service Provider purchased devices should not be given the ability to be provisioned by the customer (ie hide mac address and install code)
- The certification process for Third Party's should be enhanced to support all present and all future services
- Only certified Third Party's should be allowed to register on the SMT solution

Third Party One-on-One Themes



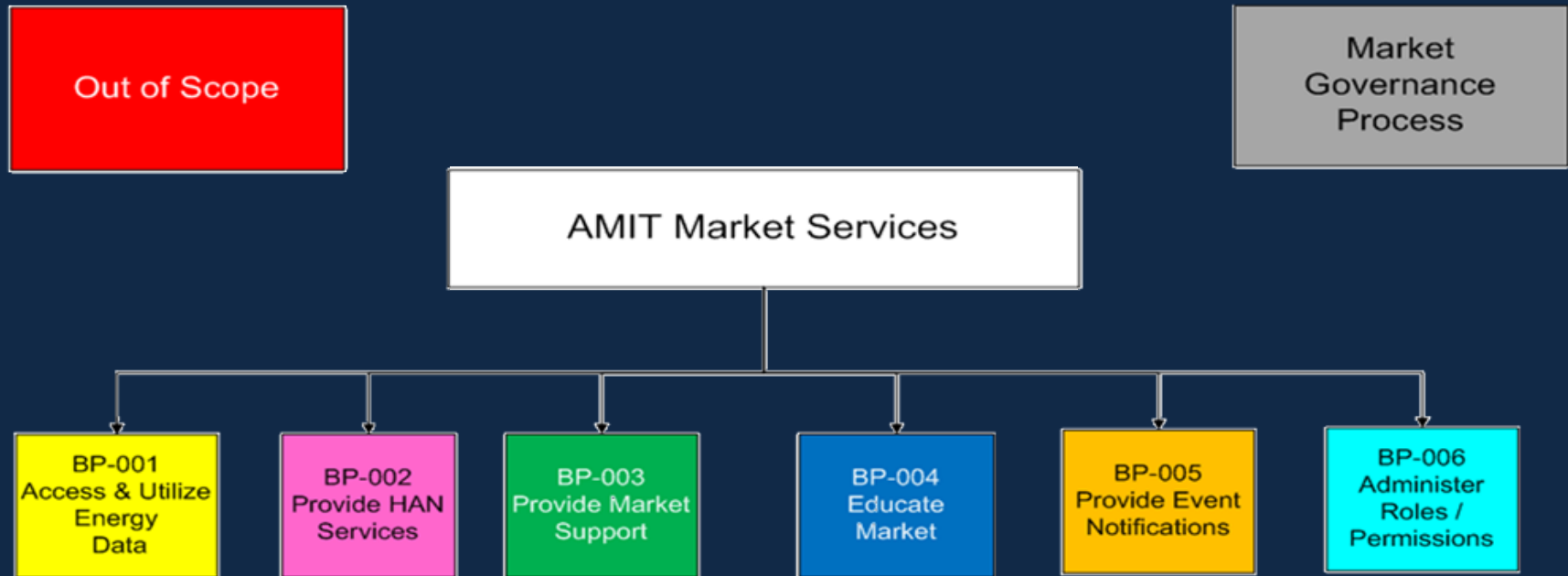
- The REP of Record is automatically by default granted access to their customers energy usage data.
- The REP of Record should not automatically be a defaulted HAN service provider.
- Third Party's expressed the following Letter of Authorization concepts
 - The market should continue with the present manual paper process
 - There is a desire for the addition of a completely electronic LOA process
 - There is a desire for the addition of a combination manual and electronic LOA process
- Event management should be broader than just specifically outage and restoration. It should be built on a platform such that it could support more complex events such as move in, move out, new service, disconnect, reconnect, switch, de-provisioning of HAN devices, meter exchanges, etc.
- Event management should be architected in such way that it will communicate with progressive means of “social media” notification such as text, twitter, and facebook.
- SMT should continue to maintain a flexible architecture that supports Third Party tools (ie. web services and APIs).

Third Party One-on-One Themes



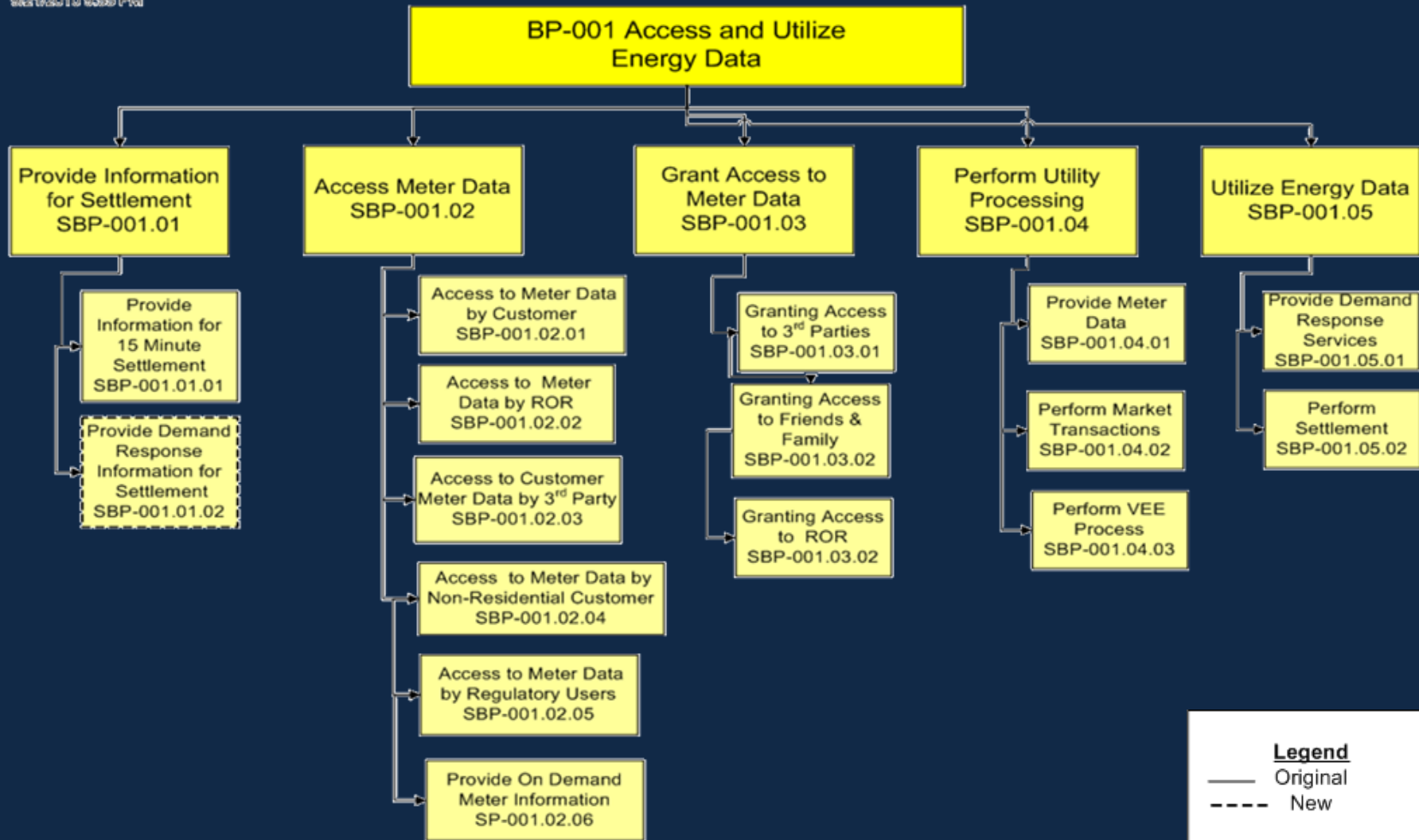
- Security is a continued critical success factor of the solution.
- Third Party's expressed the need for improved communication and documentation for where to go to find information and help about SMT, HAN, and AMIT
- There is a need to provide an improved and more clear escalation process for support issues for SMT and HAN
- Third Party's would prefer consumers not to register on SMT, but instead through federated identity registration through their Third Party site into SMT
- Third Party's expressed the desire for the following additional future features that are currently out of scope as defined by AMIT
 - TDSP delivery charges via SMT
 - Providing IDR meter data to be available in SMT
 - Providing access to HAN for large commercial consumers
 - Providing aggregated reporting information through SMT
 - Providing ability for a Third Party to grant another Third Party access to their information on SMT

Business Strategic Realignment Process Model



Business Strategic Realignment Process Model

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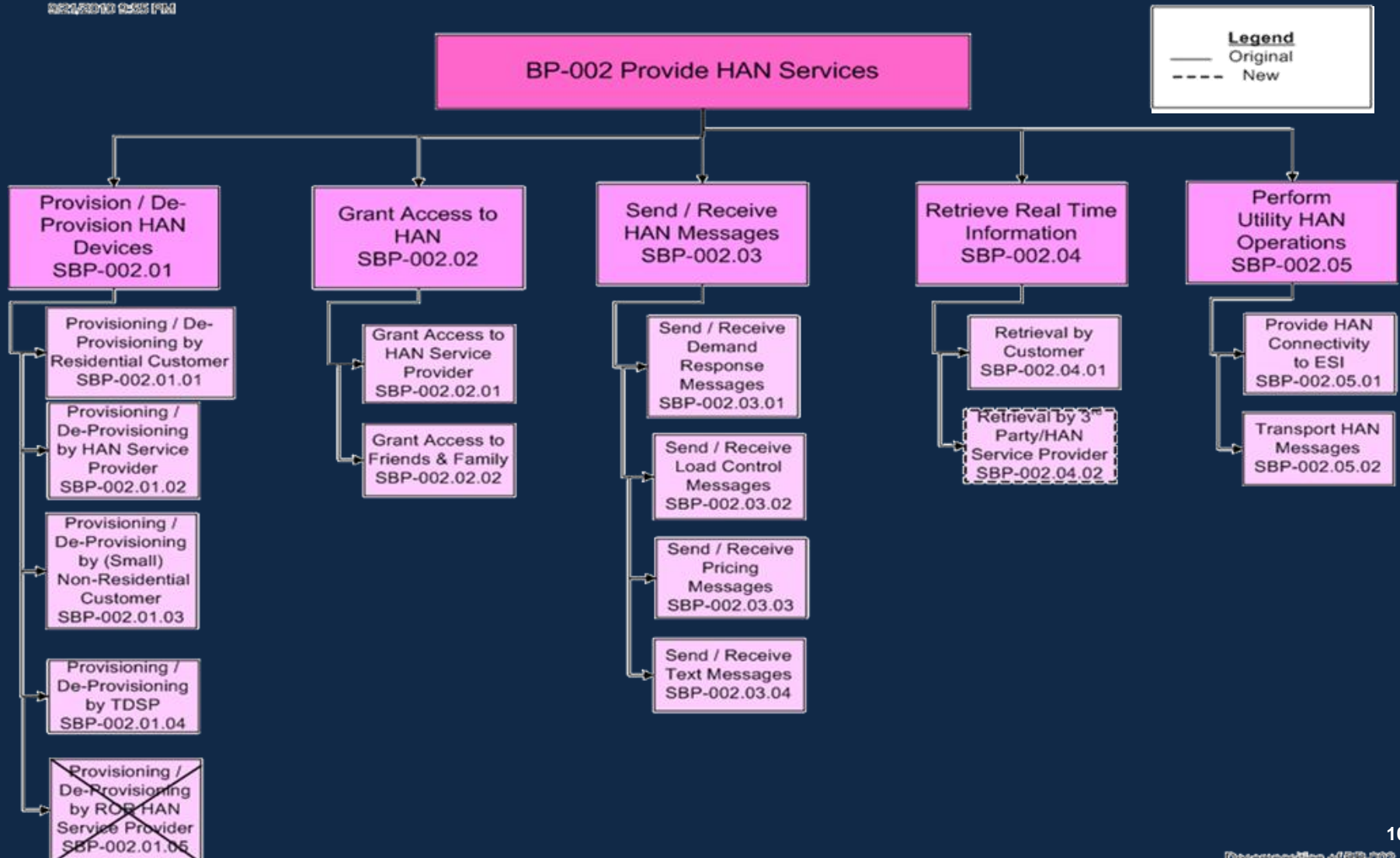
Legend

— Original
--- New

Business Strategic Realignment Process Model

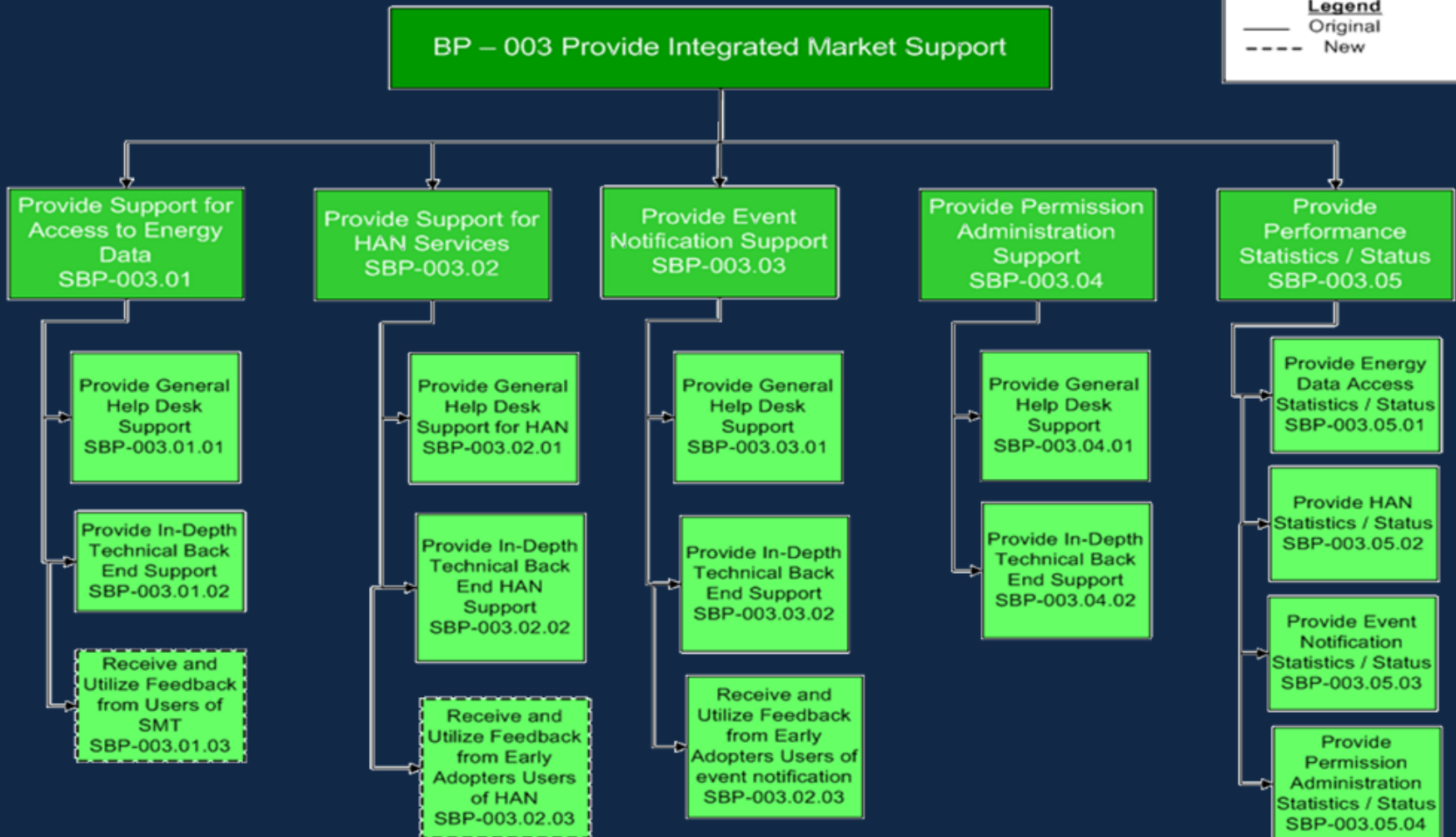


NEW/REVISED PROC FM



Business Strategic Realignment Process Model

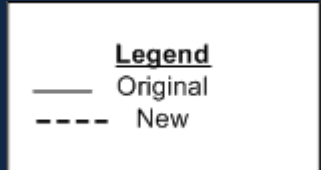
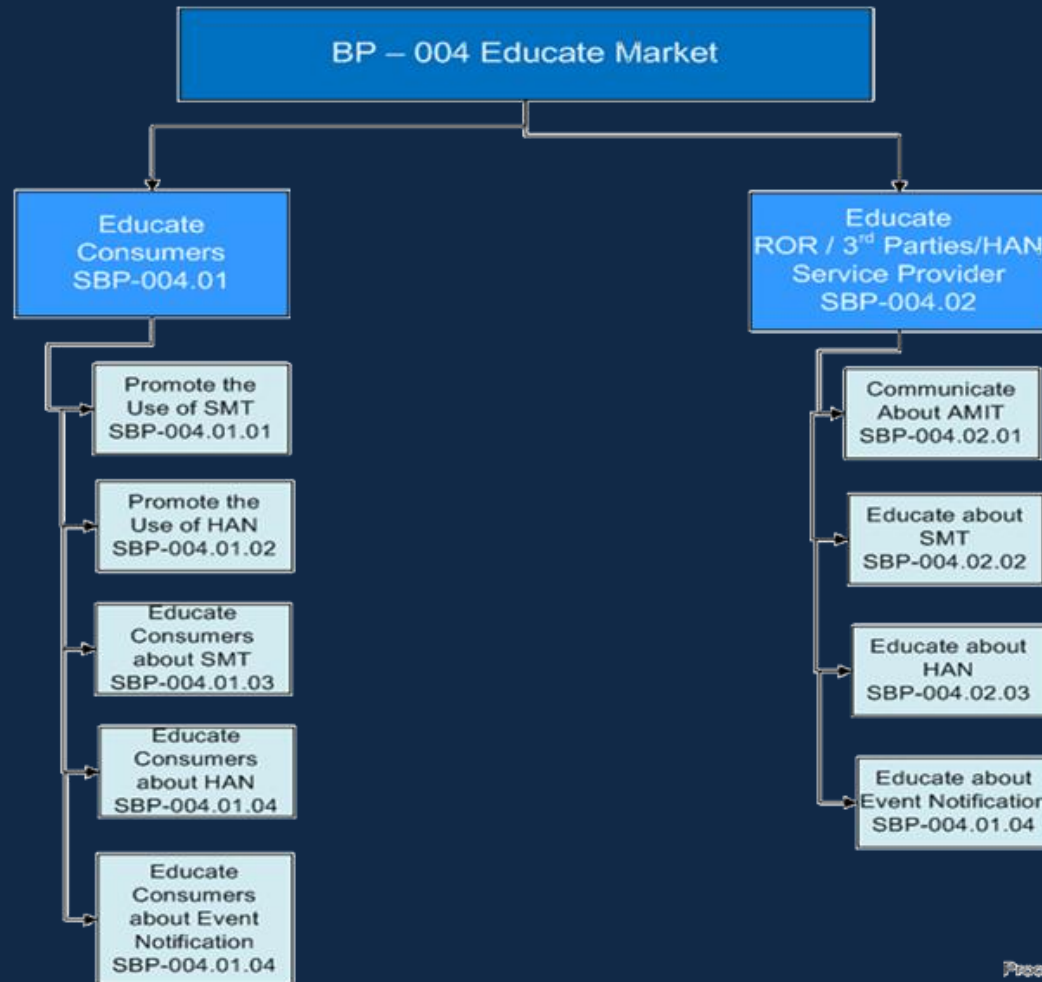
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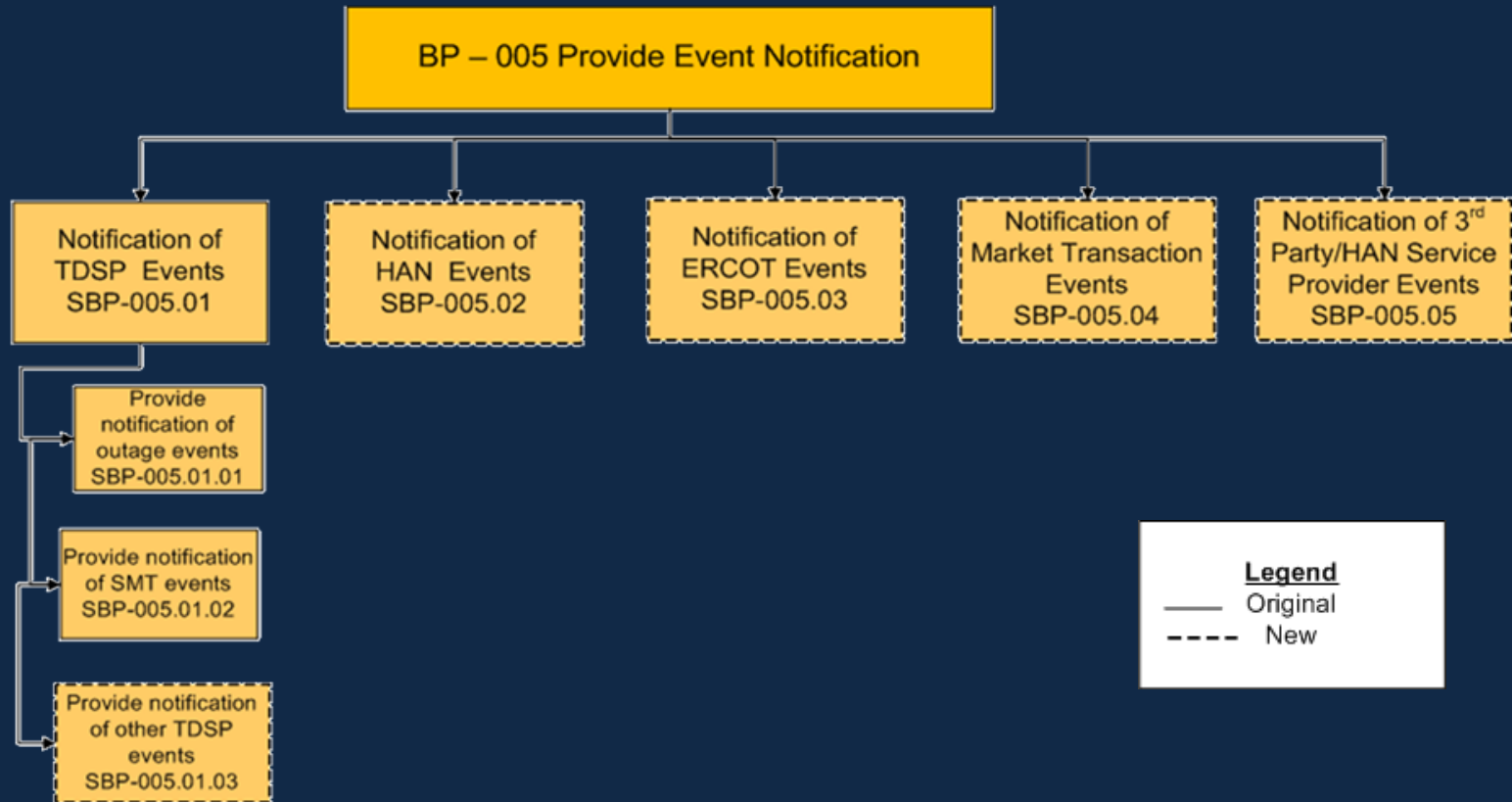
Business Strategic Realignment Process Model



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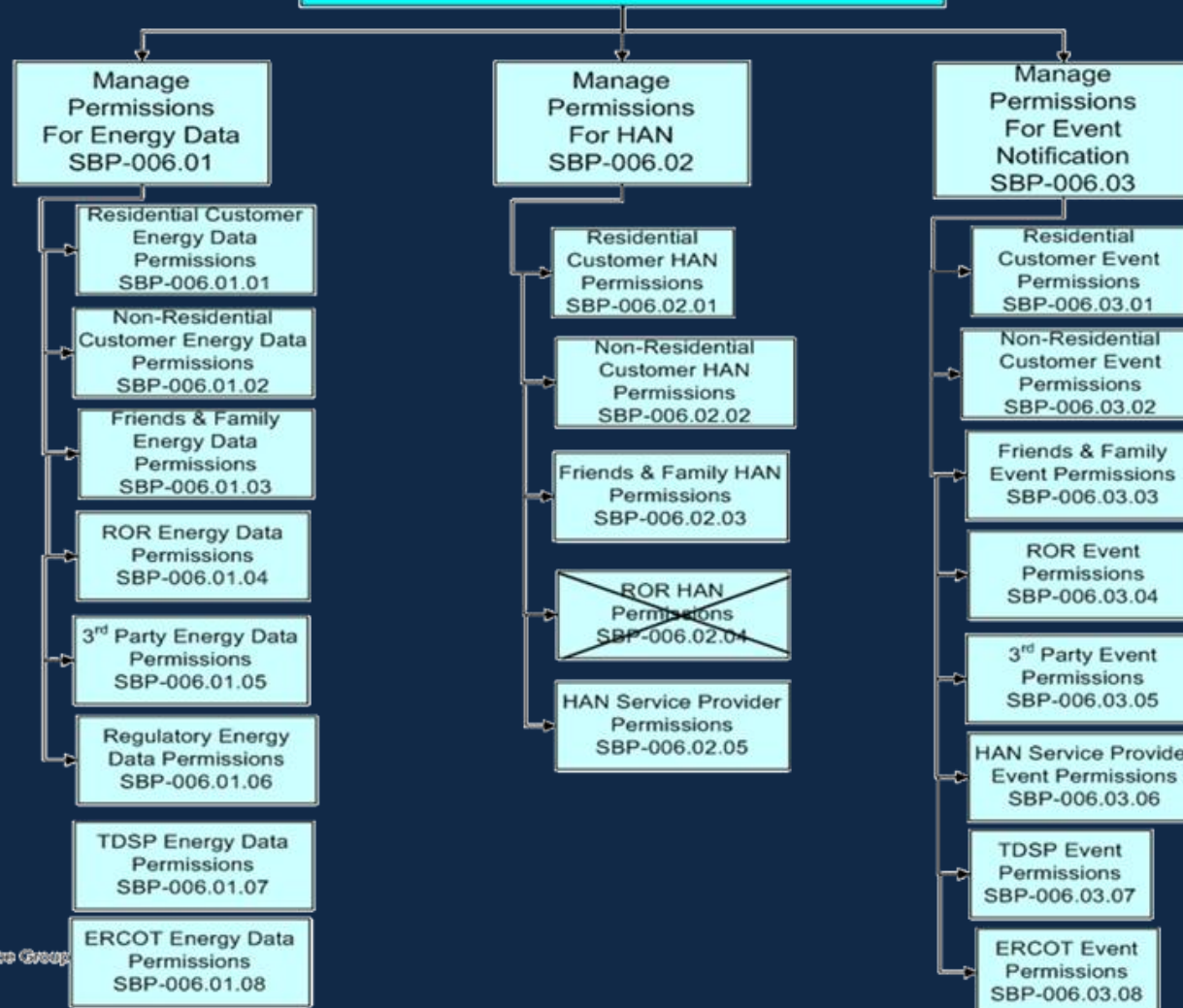
Business Strategic Realignment Process Model



Business Strategic Realignment Process Model

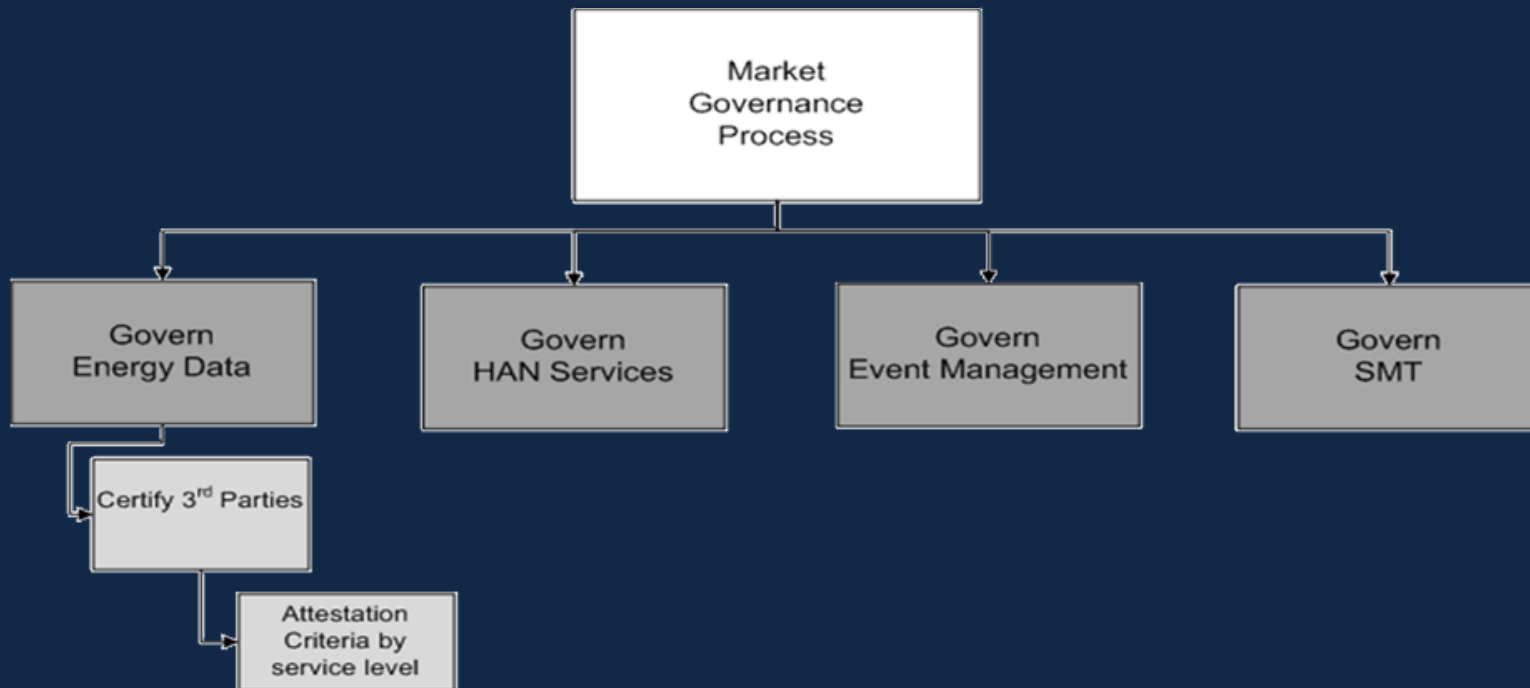


BP – 006 Administer Roles / Permissions



Legend
 — Original
 - - - New

Business Strategic Realignment Process Model



Business Strategic Realignment Process Model



Out of Scope Items That Were
Addressed in 3rd Part Meetings

Integrating
IDR
Meter Data

3rd Party
Access to
REP Data

Access to
Aggregated
Information for
group of ESIDs

Providing
Energy
Efficiency or
Pricing
Products

Real Time
(Streaming)
Data
through
SMT

Access for
Customers with
IDR Meters

Business Strategic Realignment

Prioritization Criteria



Benefits to Market

- Improve Electrical System
 - Improve ability to manage usage during Peak Periods - Defer the building of Power Plants
 - Improve the reliability of the ERCOT Control Area
- Improve Market Processes and Support Market Competition
 - Increase pricing options in the market
 - Increase of usage of variable products over a period of time.
 - Improve the data transport between TDSPs, ERCOT and REPs
 - Improve and increase the accuracy of the wholesale settlement process
 - Improve the registration and service order timelines to reflect the new AMS environment.

Benefits to Customer

- Cost Savings
 - Provide Tools for Customer to make informed decisions to control their Usage
 - Lower average residential bills or other appropriate measure of changes in cost
- Improve Customer Service
 - Increase the number of customer options to choose from
 - Increase the number of end use customers taking service on AMS based retail products
 - Improve the registration and service order timelines to reflect the new AMS environment.

Scoring – The scoring is based on a scale of 1 to 10. 1 indicates no incremental ability to increase or affect . 10 indicates a very high ability to increase or affect .

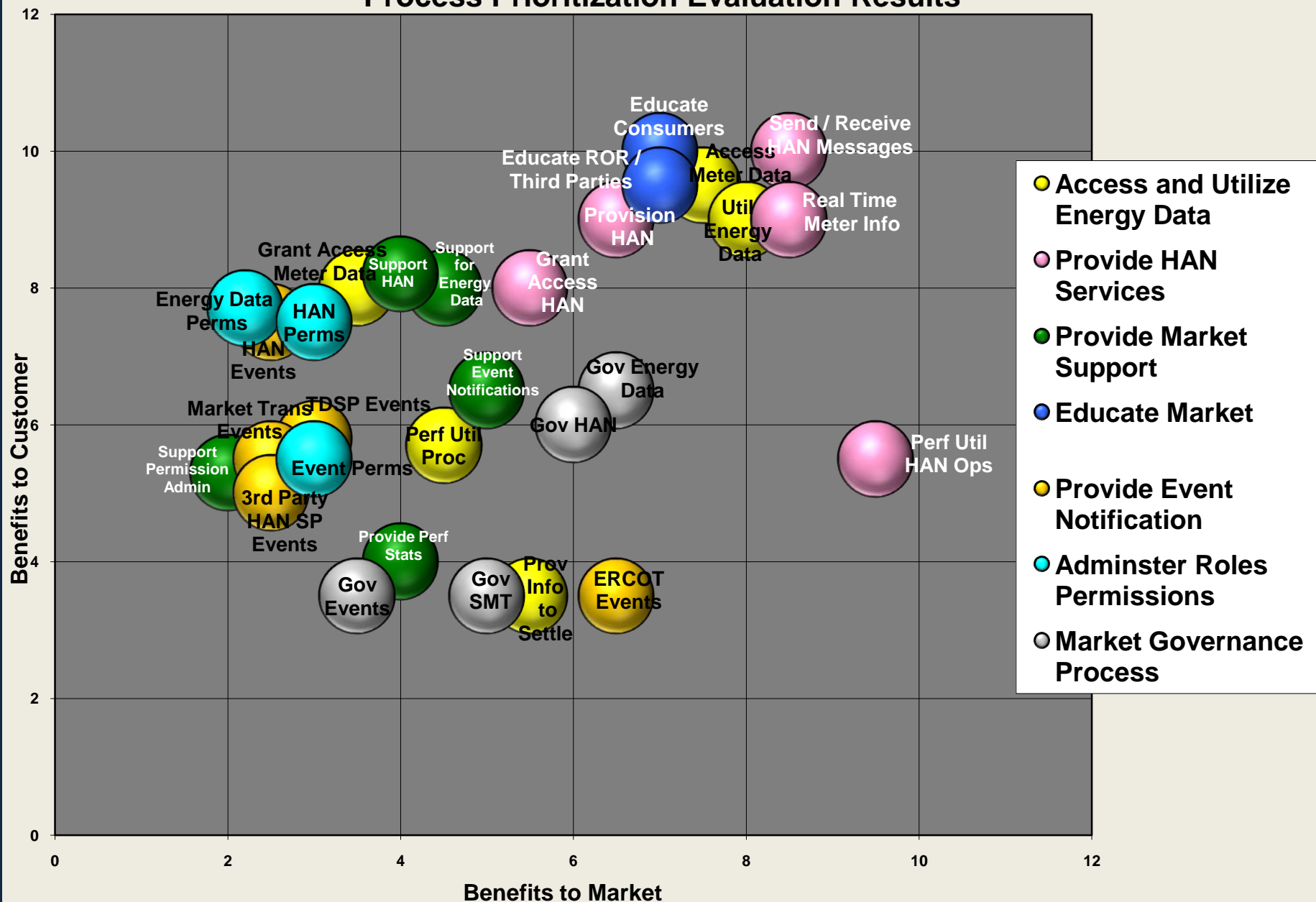
Business Strategic Realignment Prioritization



	Process	SubProcess	Market Improve Processes and Competition			Customer Help Provide Cost Improve Customer Service		
			Manage Electric System	Total	Total	Savings	Total	Total
BP-001	Access and Utilize Energy Data	SBP-001.01 Provide Information for Settlement	2	9	5.5	4	3	3.5
BP-001	Access and Utilize Energy Data	SBP-001.02 Access Meter Data	5	10	7.5	9	10	9.5
BP-001	Access and Utilize Energy Data	SBP-001.03 Grant Access to Meter Data	1	6	3.5	7	9	8
BP-001	Access and Utilize Energy Data	SBP-001.04 Perform Utility Processing	1	8	4.5	3	8	5.5
BP-001	Access and Utilize Energy Data	SBP-001.05 Utilize Energy Data	7	9	8	8	10	9
BP-002	Provide HAN Services	SBP-002.01 Provision / DeProvision HAN Device	5	8	6.5	8	10	9
BP-002	Provide HAN Services	SBP-002.02 Grant Access to HAN	5	6	5.5	8	8	8
BP-002	Provide HAN Services	SBP-002.03 Send and Receive HAN Messages	8	9	8.5	10	10	10
BP-002	Provide HAN Services	SBP-002.04 Retrieve Real Time Information from Meter	8	9	8.5	9	9	9
BP-002	Provide HAN Services	SBP-002.05 Perform Utility HAN Operations	9	10	9.5	3	8	5.5
BP-003	Provide Market Support	SBP-003.01 Provide Support for Access to Energy Data	3	6	4.5	7	9	8
BP-003	Provide Market Support	SBP-003.02 Provide Support for HAN	2	6	4	7	9	8
BP-003	Provide Market Support	SBP-003.03 Provide Event Notification Support	4	6	5	5	8	6.5
BP-003	Provide Market Support	SBP-003.04 Provide Permission Administration Support	1	3	2	4	7	5.5
BP-003	Provide Market Support	SBP-003.05 Provide Performance Statistics	1	7	4	1	7	4
BP-004	Educate Market	SBP-004.01 Educate Consumers	5	9	7	10	10	10
BP-004	Educate Market	SBP-004.02 Educate RORs / 3rd Parties	5	9	7	9	10	9.5
BP-005	Provide Event Notification	BP-005.01 Notification of TDSP Events	1	5	3	1	10	5.5
BP-005	Provide Event Notification	BP-005.02 Notification of HAN Events	1	4	2.5	5	10	7.5
BP-005	Provide Event Notification	BP-005.03 Notification of ERCOT Events	10	3	6.5	5	2	3.5
BP-005	Provide Event Notification	BP-005.04 Notification of Market Transaction Events	1	4	2.5	3	8	5.5
BP-005	Provide Event Notification	BP-005.05 Notification of 3rd Party / HAN Service Provider Events	1	4	2.5	5	5	5
BP-006	Administer Roles / Permissions	SBP-006.01 Manage Energy Data Access Permissions	1	3	2	7	8	7.5
BP-006	Administer Roles / Permissions	SBP-006.02 Manage HAN Permissions	1	5	3	7	8	7.5
BP-006	Administer Roles / Permissions	SBP-006.03 Manage Event Notification Permissions	1	5	3	5	6	5.5
	Market Governance Process	Govern Energy Data	3	10	6.5	5	8	6.5
	Market Governance Process	Govern HAN Services	2	10	6	5	7	6
	Market Governance Process	Govern Event Management	2	5	3.5	2	5	3.5
	Market Governance Process	Govern SMT	3	7	5	5	2	3.5

Business Strategic Realignment

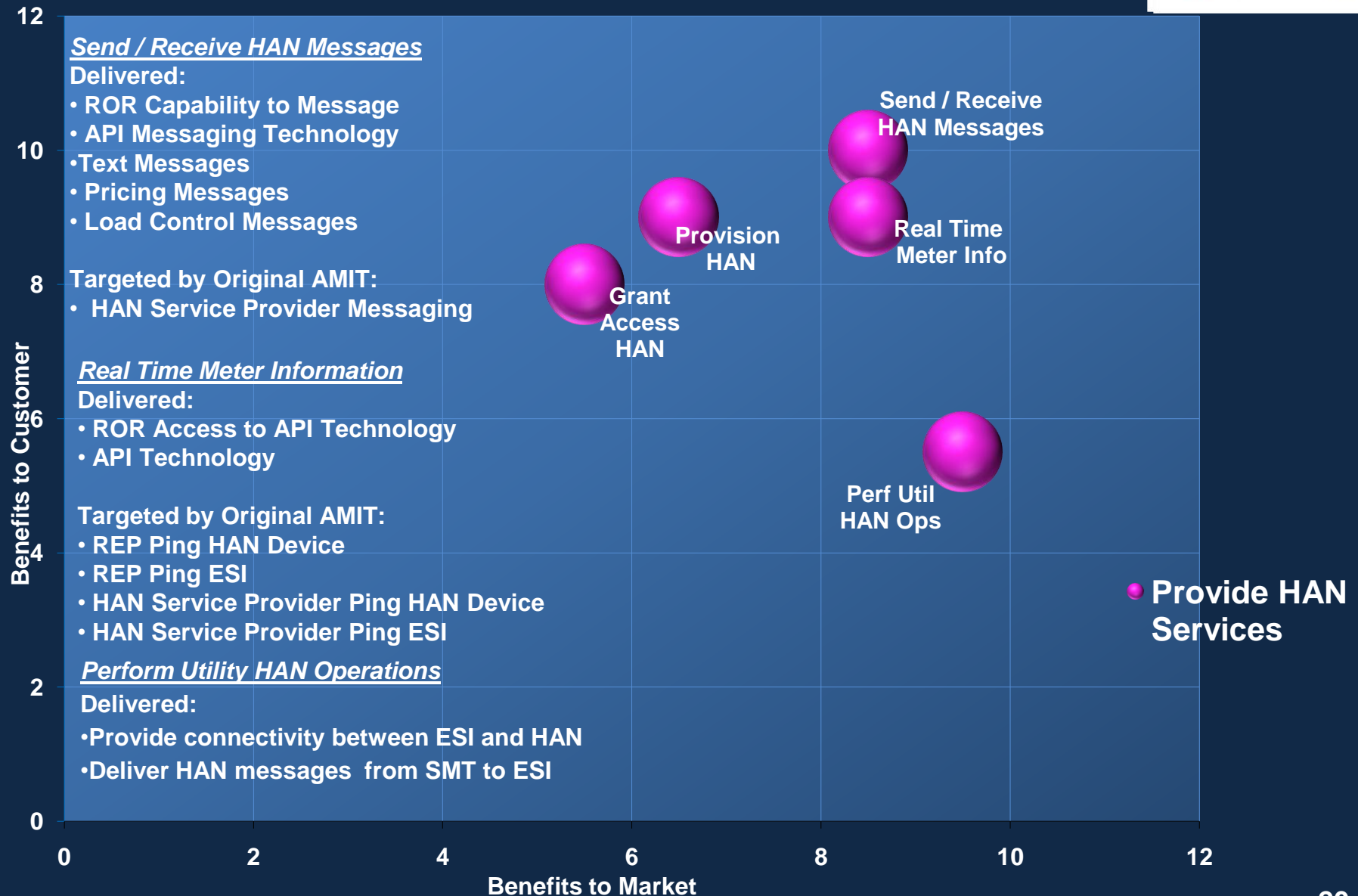
Process Prioritization Evaluation Results



Business Strategic Realignment

Sub Process Prioritization

Process Prioritization Evaluation Results

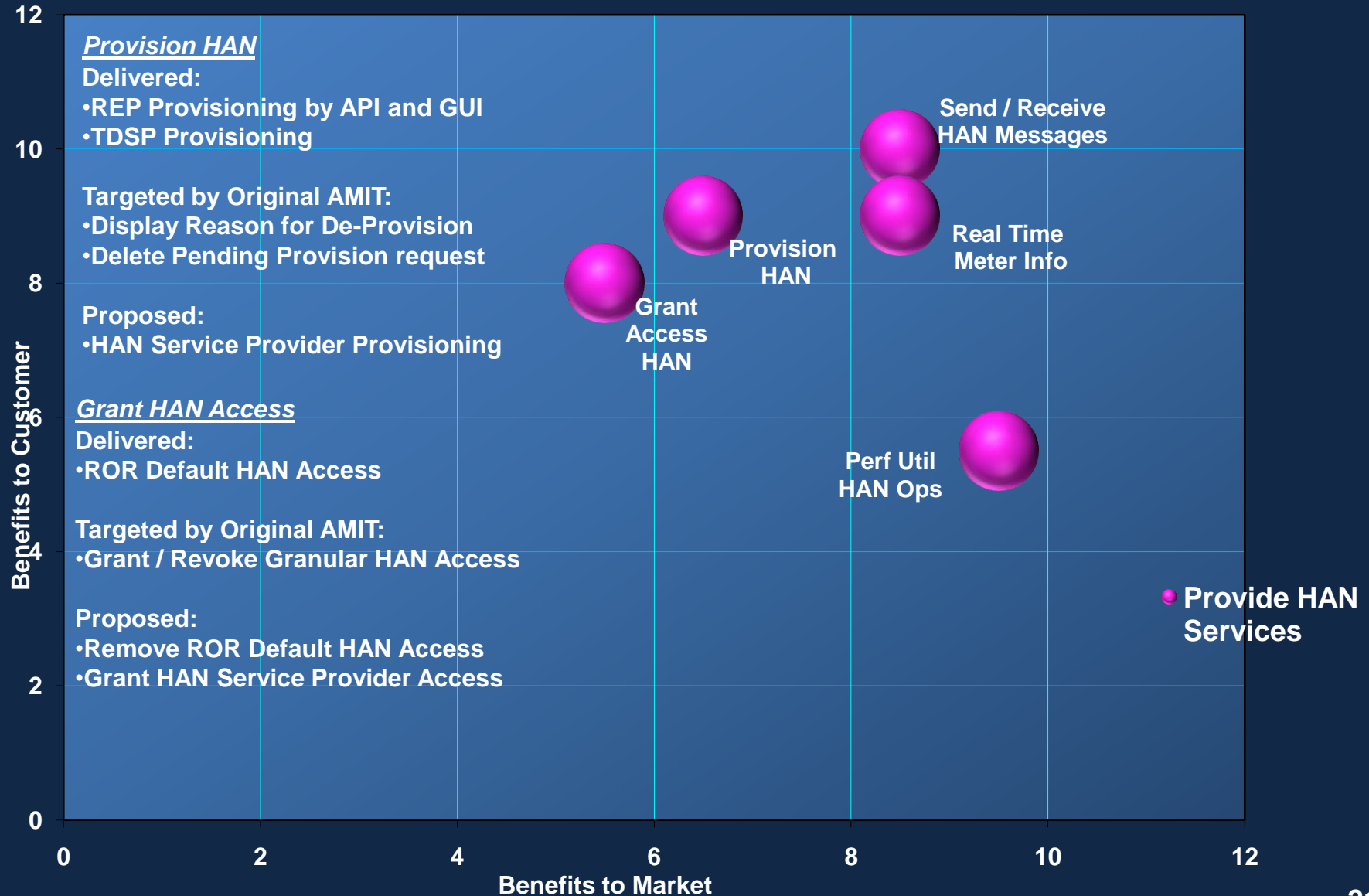


Business Strategic Realignment

Sub Process Prioritization



Process Prioritization Evaluation Results



Initiative Road Map

Legend

Registration, Admin
& Access

Energy Usage Data

Admin Roles and
Permissions

Provide Market
Support

Provide HAN
Services

Educate Market

Provide Event
Notifications

2007 thru
Q3 2009

Q4 09

Q1 10

Q2 10

Q3 10

Q4 10

Q1 11

Q2 11

Q3 11

Q4 11

Q1 12

Q2 12

2012 &
beyond

HAN SMT Release 1
REPs and TDSPs

HAN SMT
Release 2
Customer

TDSP
Pilots

Market
Pilots

AEP HAN
Integrate

HAN
Tactical
Scope

HAN Strategic
Scope

HAN Releases

HAN Future
SEP 2.0

Low Income HAN
Deploy

- Define HAN Service Provider Roles and Permissions
- Reviewing H2 / H3 Requirements
- Integrating feedback from pilots
- Additional / enhanced functionality

Integrated Pilot
Lessons Learned

- Soliciting feedback from HAN pilots

Define
Enhanced Gov
Model

AMIT Reqs /
Use Cases
H1 - H3

- Grant access to ROR
- Grant access to TDSP
- Provision HAN ROR
- Provision HAN TDSP
- Text Messages
- Pricing Messages
- Load Control Messages

H1 – H3 Reqs

Task Topics For Critical Success Factors

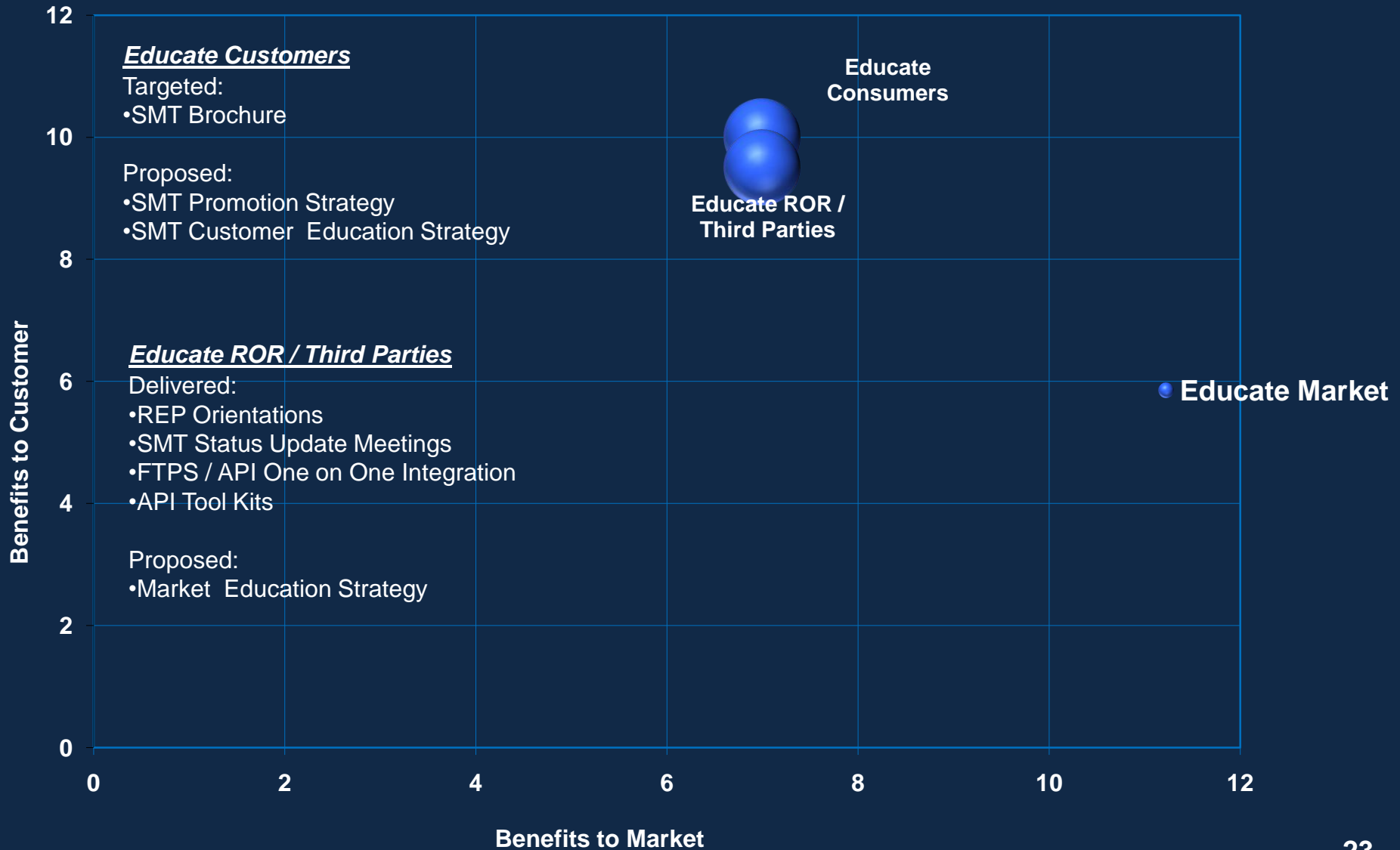
1. REPs API Adoption Rates for HAN
2. Number of HAN Devices Deployed
3. Number of REP Pricing Programs Associated with HAN
4. Market Availability of HAN Devices
5. Consumer Interest in IHDs
6. Number / Volume of Text, Pricing, and Load Control Messages per Period of Time
7. Types of Devices Being Adopted in the Market

Business Strategic Realignment

Sub Process Prioritization



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- REP Orientations
- Status Meetings
- One on One SMT Integration
- API Tool Kits

- Evaluate Education Strategies to Date

Task Topics For Critical Success Factors

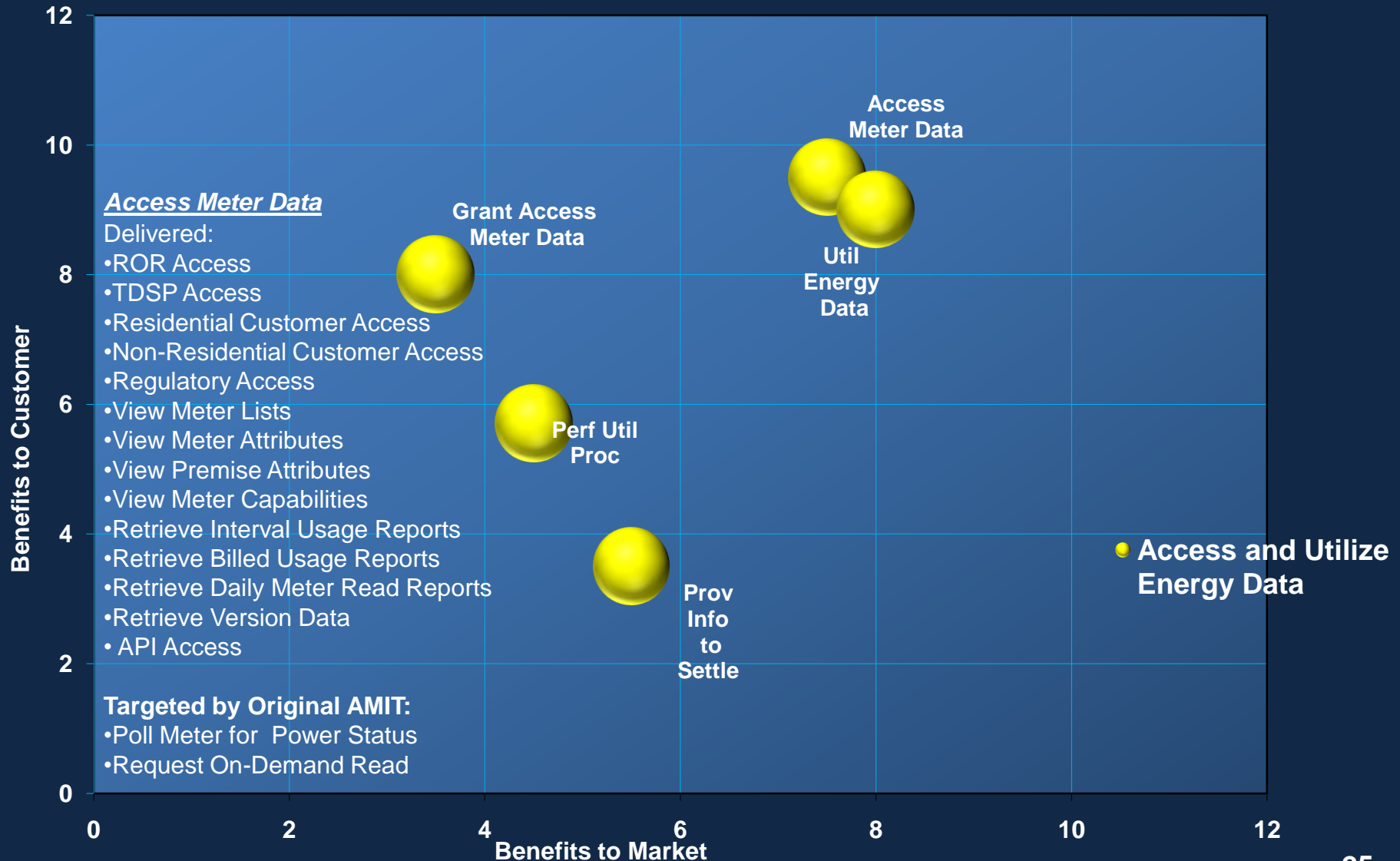
1. Consumer Adoption Rate for Usage Data, HAN, Event Management, Social Media, etc.
2. Consumer Awareness of SMT
3. REP Awareness and Education of SMT and HAN Functionality

Business Strategic Realignment

Sub Process Prioritization



Process Prioritization Evaluation Results

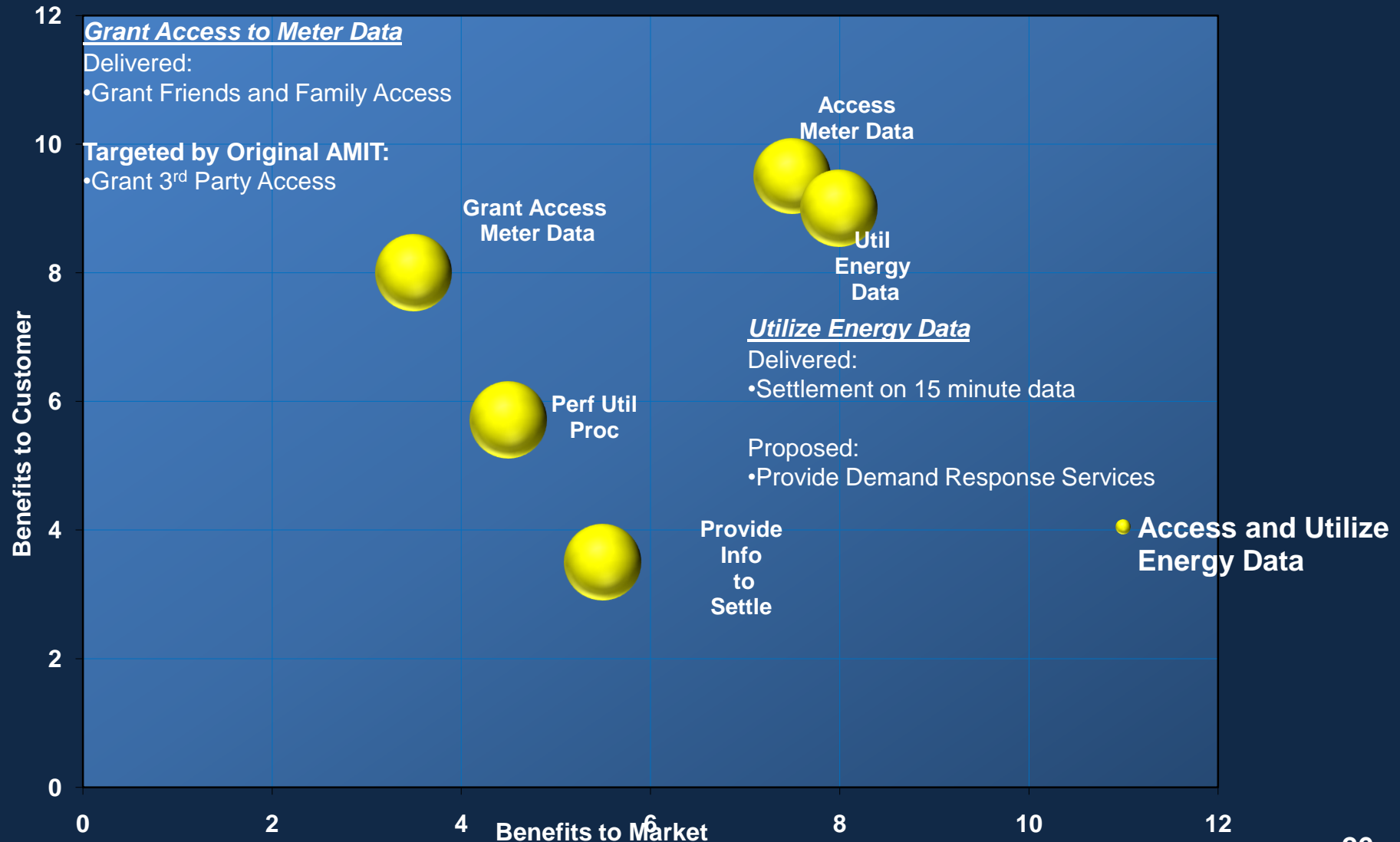


Business Strategic Realignment

Sub Process Prioritization

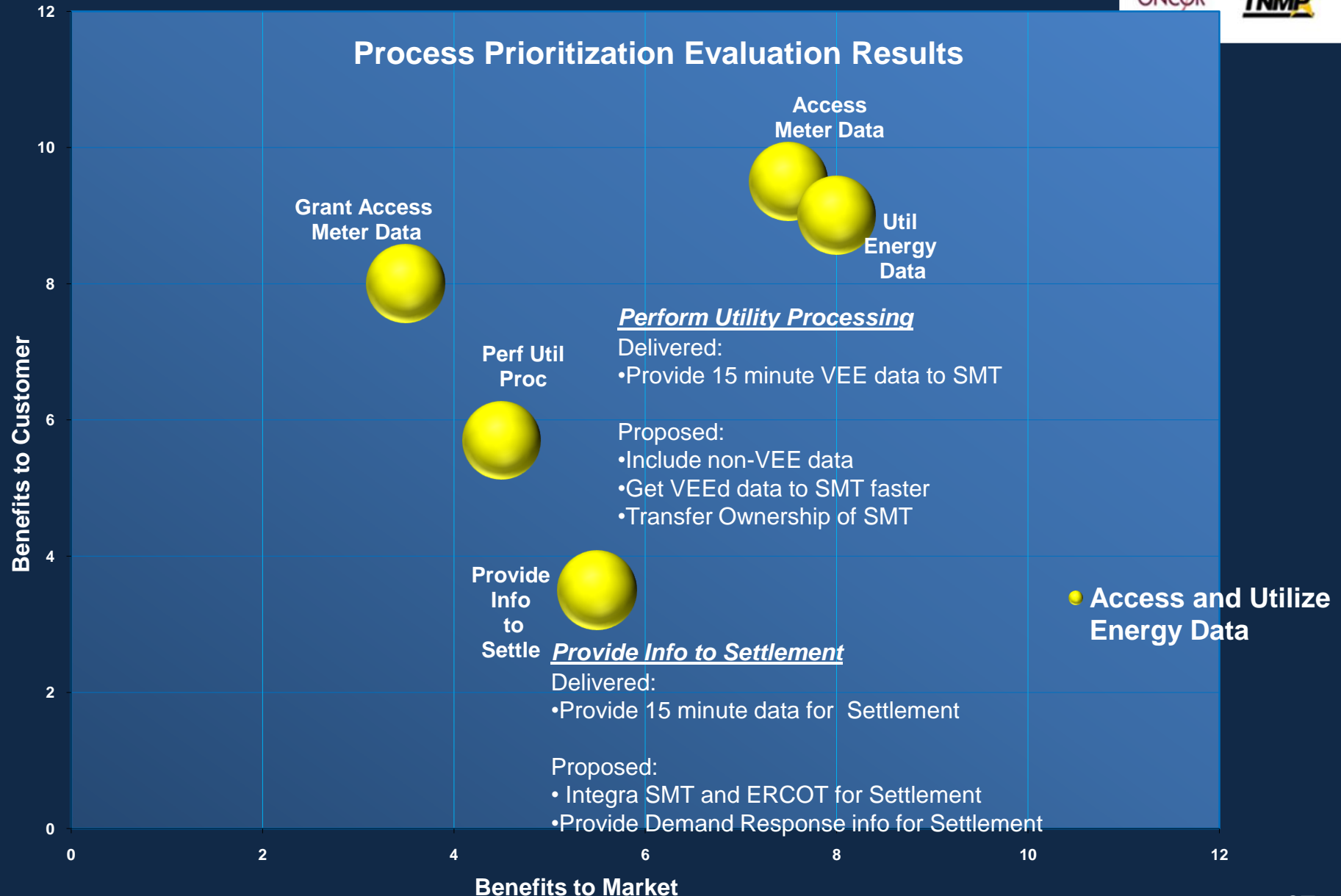


Process Prioritization Evaluation Results



Business Strategic Realignment

Sub Process Prioritization



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Q2 11

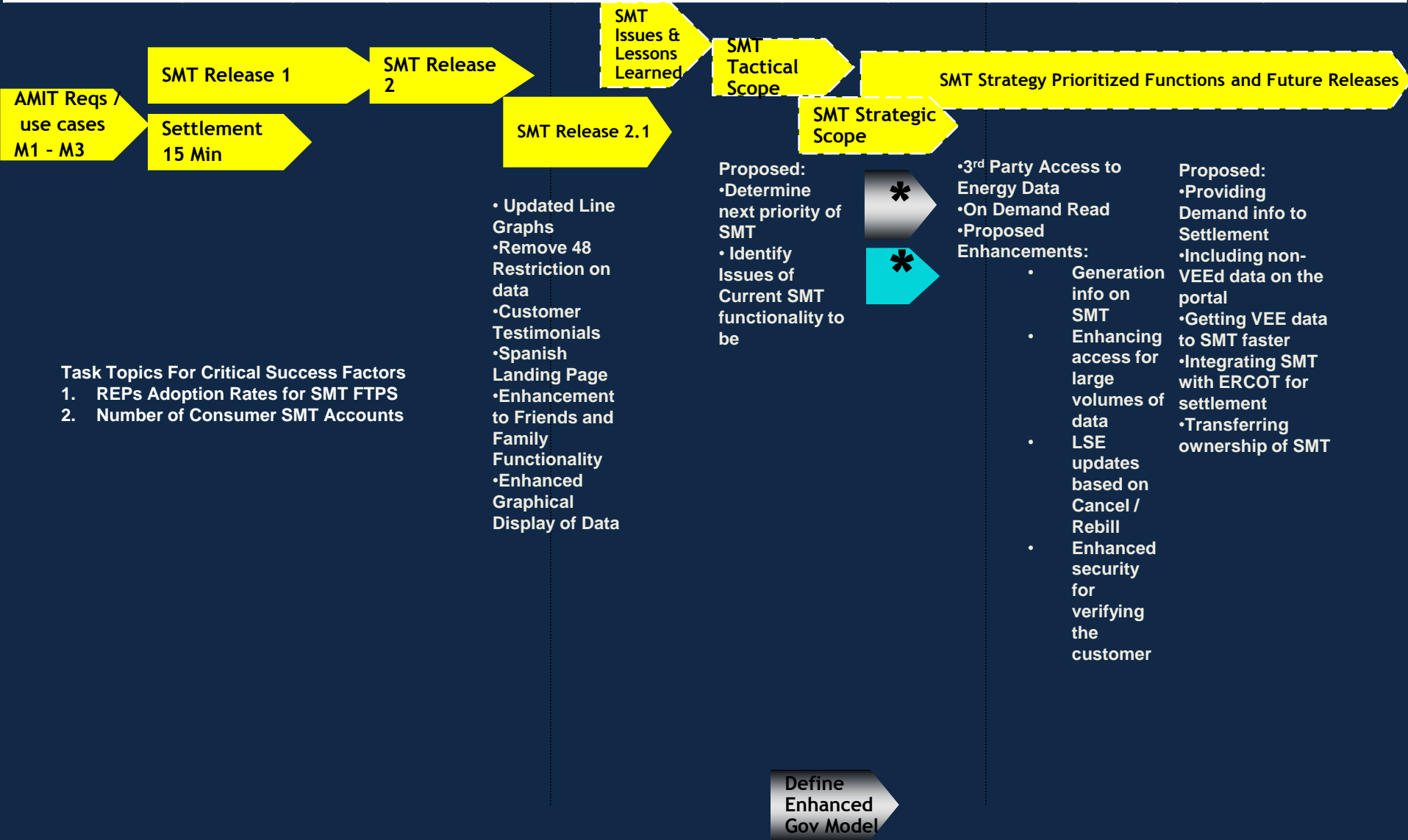
Q3 11

Q4 11

Q1 12

Q2 12

2012 &
beyond

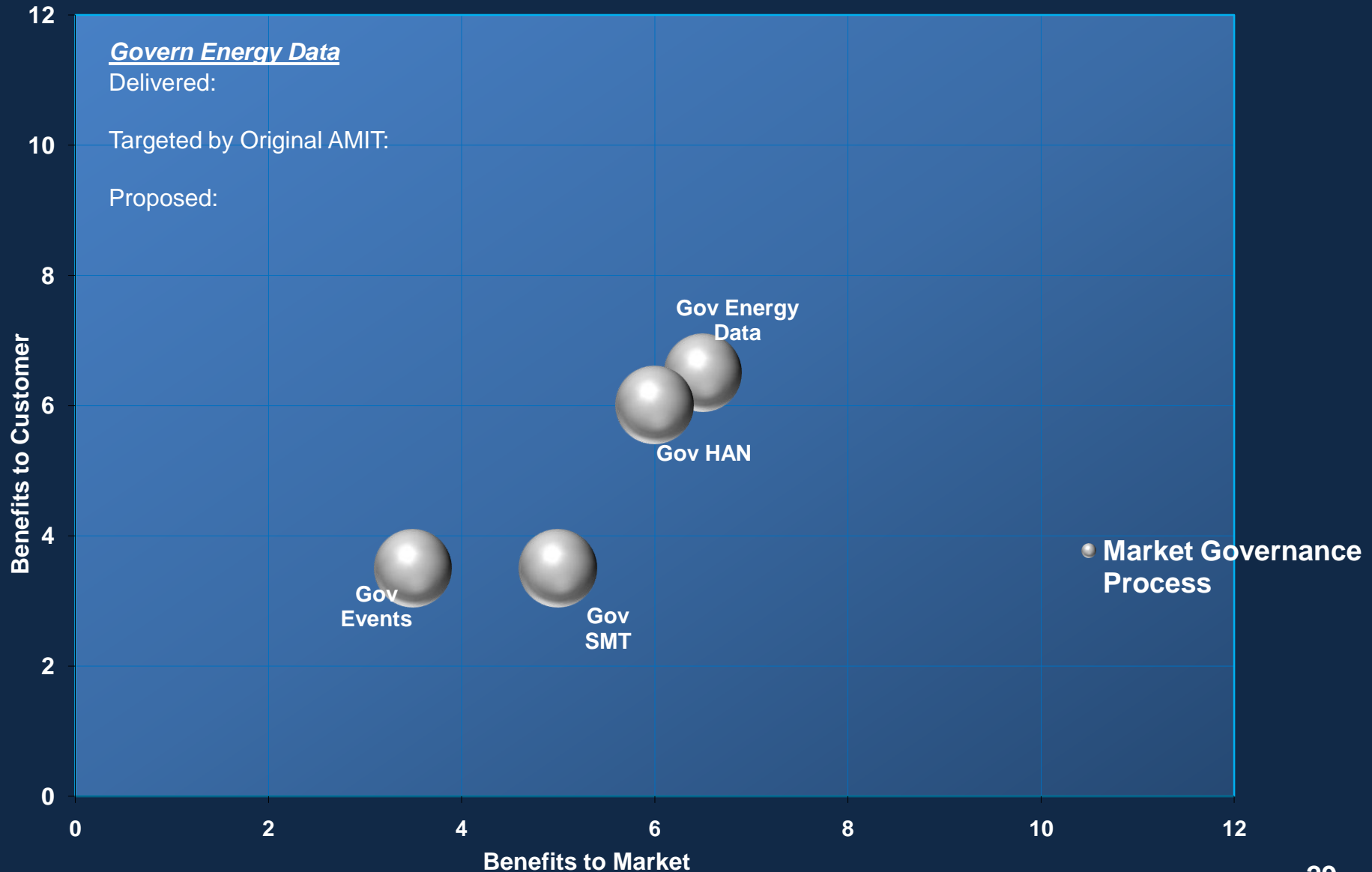


Business Strategic Realignment

Sub Process Prioritization



Process Prioritization Evaluation Results



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SMT
Tactical
Scope



SMT Strategy Prioritized Functions and Future Releases

SMT Strategic
Scope



HAN
Scope

HAN Releases

HAN Future
SEP 2.0

Define
Enhanced
Gov Model

Task Topics For Critical Success Factors

1. Establish Governance Group
2. Define Mission
3. Define Charter
4. Define Roles and Responsibilities
5. Define Governance Process

•Registration /
Certification Process
for:

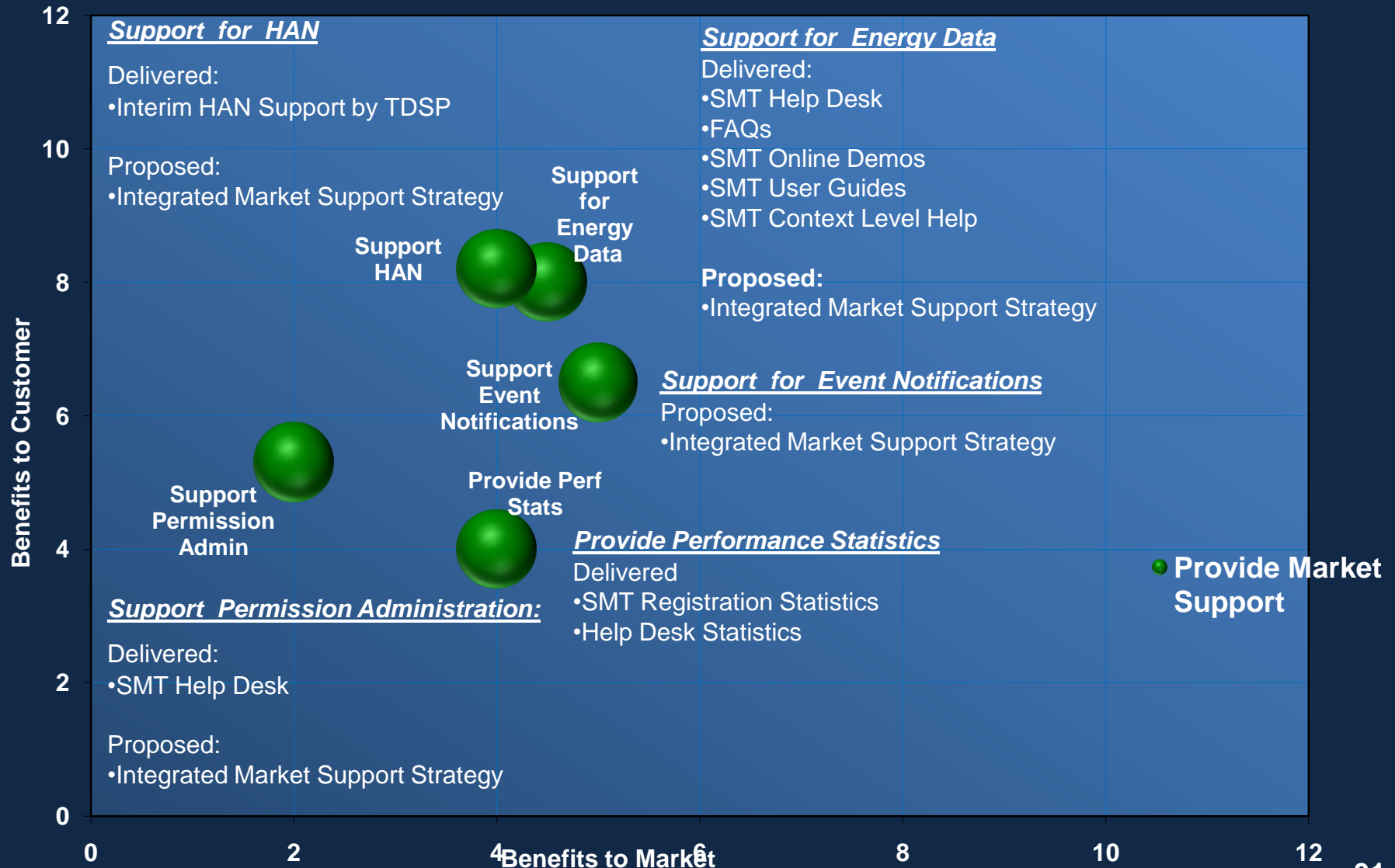
- 3rd Parties
for Usage
Data
- HAN
Service
Providers

Business Strategic Realignment

Sub Process Prioritization



Process Prioritization Evaluation Results



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Q2 11

Q3 11

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Q2 12

2012 &
beyond

Implement
SMT Help
Desk

Enhance SMT
Help Desk

HAN
Interim
Support
Model

Enhance
SMT and
HAN
Support

Strategy
Integrate
AMIT Market
Support

Deploy
Integrated
Support

- TDSP HAN Interim Support Models
- HAN Pilot Support

- HAN Support
- SMT Support
- Third Party / HAN Service Provider Registration Support
- Event Support

Task Topics For Critical Success Factors

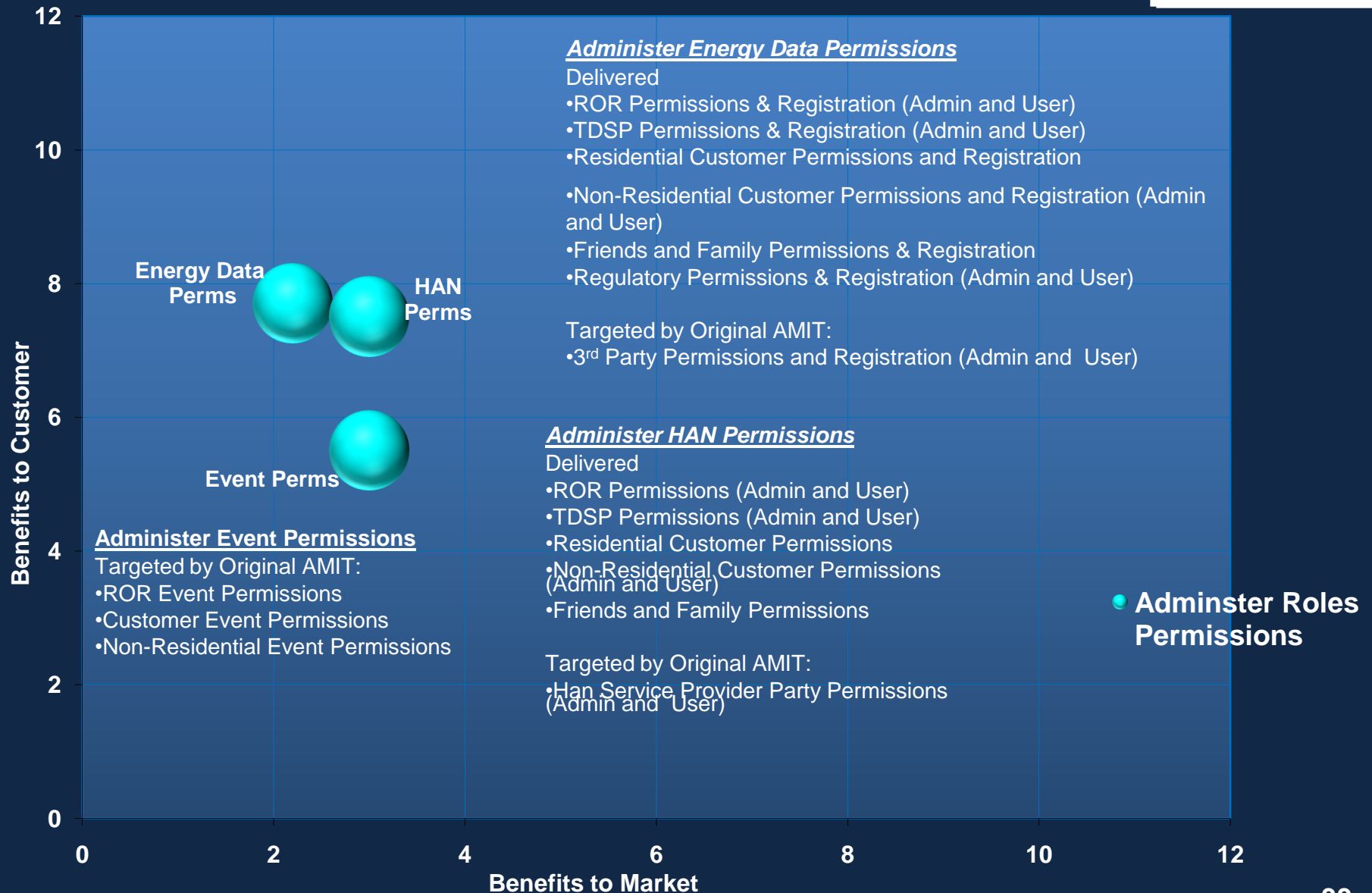
1. Customer Satisfaction
2. REP Satisfaction
3. Effective and Seamless Communication Model

Business Strategic Realignment

Sub Process Prioritization



Process Prioritization Evaluation Results



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Q1 12

Q2 12

2012 &
beyond

- Define 3rd party roles / permissions
- Define LOA Process for Energy Data
- Define 3rd Party Registration / Verification on SMT

Third Party
Access to
Energy Data
Strategy

Han Service
Provider
Strategy

- Define HAN Service Provider roles / permissions
- Define LOA Process for HAN
- Define HAN Service Provider Registration / Verification on SMT

Task Topics For Critical Success Factors

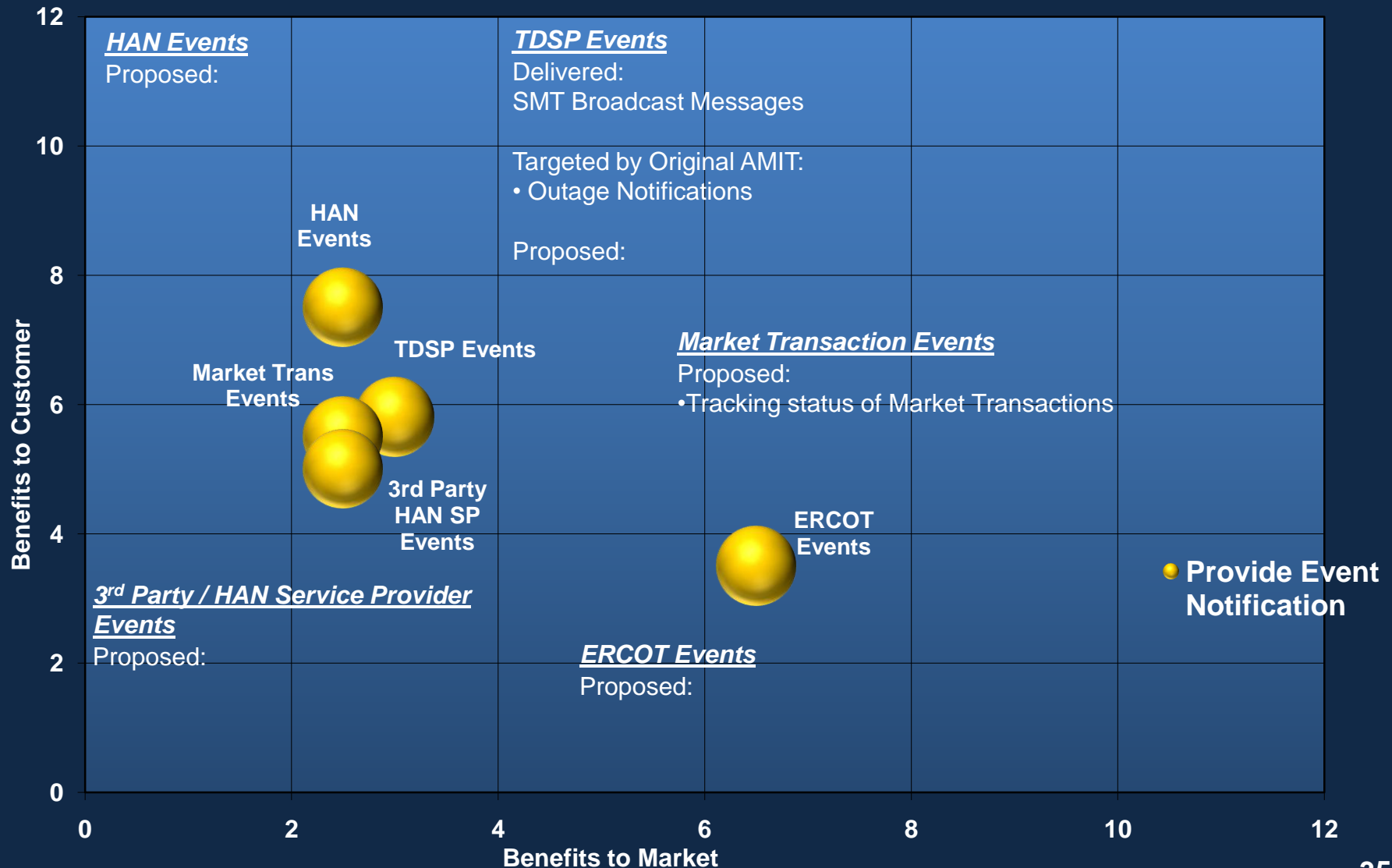
1. Third Party Energy Data Access Use Cases
2. Third Party / HAN Access Use Cases

Business Strategic Realignment

Sub Process Prioritization



Process Prioritization Evaluation Results



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Q1 11

Q2 11

Q3 11

Q4 11

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Q2 12

2012 &
beyond

Event
Strategy

Events Releases

Task Topics For Critical Success
Factors
1. TBD

Includes:

- Types of Events
- Who can create selectable events
- Back end notification to SMT of events

•Highest
Priority Event
Requirements

Initiative Road Map

Legend

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& Access

Energy Usage Data

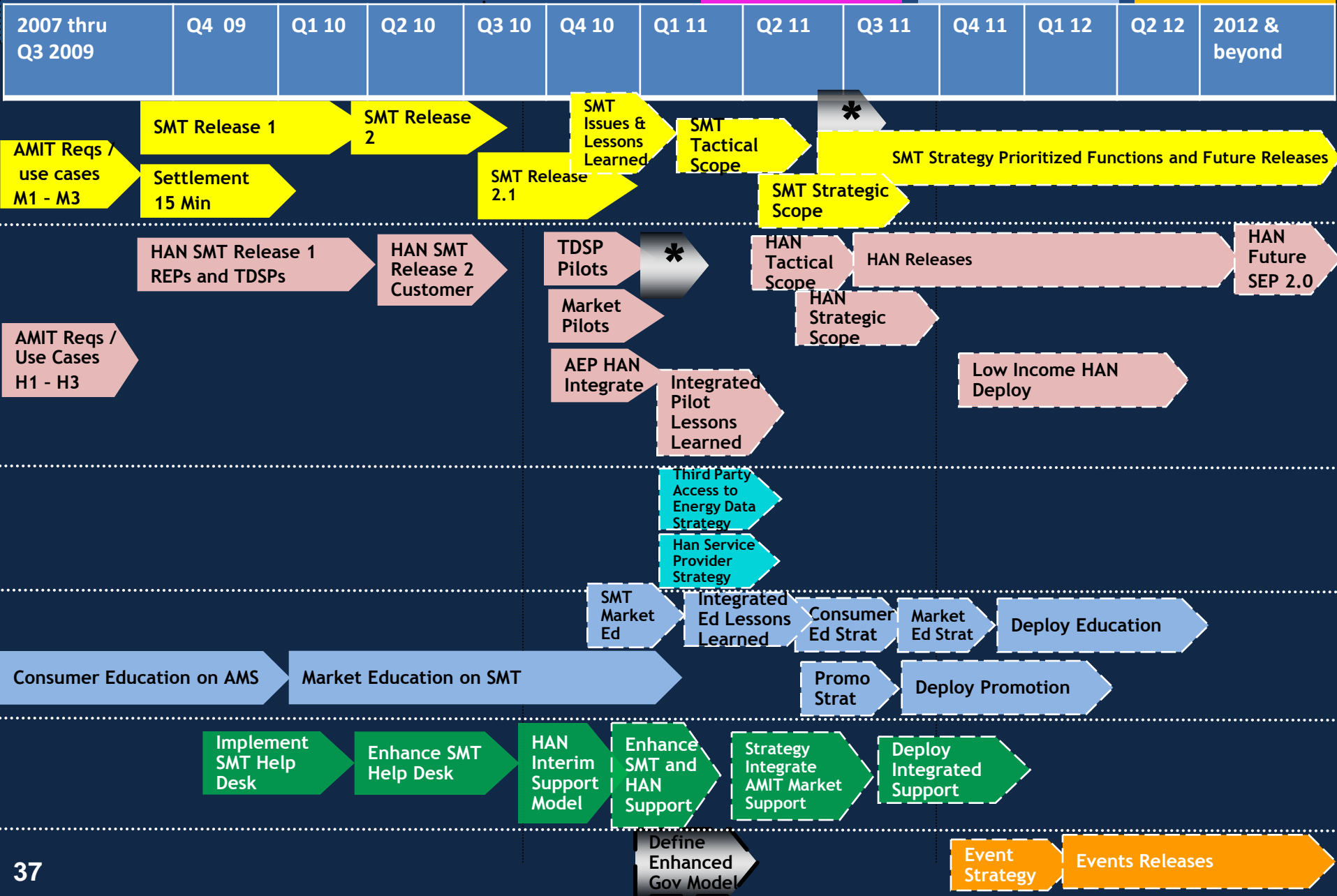
Admin Roles and
Permissions

Provide Market
Support

Provide HAN
Services

Educate Market

Provide Event
Notifications



Working Groups

Registration, Admin
& Access

Projects and
Strategy

Operations and
Maintenance

Security

2007 thru
Q3 2009

Q4 09

Q1 10

Q2 10

Q3 10

Q4 10

Q1 11

Q2 11

Q3 11

Q4 11

Q1 12

Q2 12

2012 &
beyond

Registration,
Admin &
Access

Lead PUCT Staff – Therese Harris
Co-Lead (REP) – Michael Matlock
ERCOT – Jackie Ashbaugh
TDSP Committee – Carole Root
Facilitator – Jenina Smith

SMT
Market
Ed

Integrated
Ed Lessons
Learned

Consumer
Ed Strat

Market
Ed Strat

Deploy Education

Define
Enhanced
Gov Model

Promo
Strat

Deploy Promotion

Projects
and
Strategy

Lead – Donny Helm
Co-Lead – Jim Sheppard
Back Up Lead – Bob Frazier
ERCOT – Betty Day
PUCT Staff – Christine Wright
Market (REP) – Craig Tinder
AMIT PM – Andrea O’Flaherty
HAN DOC(s) - TBD
Facilitator – Jenina Smith

SMT Release
2.1

SMT
Issues &
Lessons
Learned

SMT
Tactical
Scope

SMT Strategic
Scope

SMT Strategy Prioritized Functions and Future Releases

TDSP
Pilots

HAN
Tactical
Scope

HAN Releases

HAN
Future
SEP 2.0

Market
Pilots

Integrated
Pilot
Lessons
Learned

HAN
Strategic
Scope

Low Income HAN
Deploy

AEP HAN
Integrate

Third Party
Access to
Energy Data
Strategy

Han Service
Provider
Strategy

Event
Strategy

Events Releases

Operations
and
Maintenance

Lead - Tom Olinger
Co-Lead (REP) – Jay Foliano
ERCOT – Karen Farley
PUCT Staff – Rebecca Reed
Market (REP) – Mark Smith
Market (REP) – Jennifer Frederick
HAN DOC(s) - TBD
Facilitator - Jenina Smith

Enhances
MT and
HAN
Support

SMT and HAN
Ops Strategy

SMT and HAN Operations

Strategy Integrate
AMIT Market
Support

Deploy
Integrated
Support

Security

Lead - Denny Daugherty
Co- Lead – TNMP TBD
PUCT Staff – Alan Rivaldo
ERCOT – TBD
REP – Johnny Robertson
Facilitator - Jenina Smith

Security Monitoring and Operations